



HASS Rubric: Supported Self-Rehoming

Who at the organization is responsible for supported self-rehoming tasks?

Beginner

Supported self-rehoming tasks are completed by individuals from various departments. There is not a dedicated staff or volunteer responsible for these tasks. These duties **may include** direct support for self-rehoming owners, responding to calls or emails, and managing digital programmatic tools.

Intermediate

The organization has at least one part-time staff member or volunteer dedicated to tasks that are part of managing or carrying out a supported self-rehoming program. Tasks outside of the part-time dedicated hours are completed by other individuals or departments, relevant to the specific task, and routed through a triage system.

Advanced

At least one full-time staff member or volunteer is dedicated to tasks that are part of managing or carrying out a supported self-rehoming program.

Additional Consideration

If your organization outsources customer support tasks to an external partner, use the above stages as benchmarks related to how much time the external partner contributes to your organization. For example, if the external partner contributes 20 hours per week to customer support, it would most appropriately align with “intermediate” as a part-time effort. If they manage all customer support, “advanced” may align best.